

1 **BILL NO. S-24-11-42**

2 **ORDINANCE NO. S-159-24**

3 **AN ORDINANCE** approving the purchase of 311 support and  
4 maintenance services for the City of Fort Wayne for a total cost not to  
5 exceed of \$164,736 from and through Nebulogic Technologies by the  
6 City of Fort Wayne, Indiana,

7 **Whereas**, 311 serves as the central contact point for residents to  
8 contact the City of Fort Wayne and will handle between 130,000 and  
9 140,000 contacts in 2023;

10 **Whereas**, 311 software handles requests via the city 311 web page  
11 and the 311 call center;

12 **Whereas**, 311 software sends these requests to various City  
13 departments for resolutions and tracks the results;

14 **NOW, THEREFORE, BE IT ORDAINED BY THE COMMON**  
15 **COUNCIL OF THE CITY OF FORT WAYNE, INDIANA:**

16 **SECTION 1.** That the purchase of 311 support and maintenance  
17 services for the City's 311 operations from Nebulogic Technologies for a total cost  
18 to the City of \$164,736 is hereby approved in all respects.

19 **SECTION 2.** That the City is authorized and directed to take all  
20 action necessary for the purchase of this software by and through Nebulogic  
21 Technologies.

22 **SECTION 3.** That this Ordinance shall be in full force and effect from  
23 and after its passage and any and all necessary approval by the Mayor.

24   
25 Council Member

26 APPROVED AS TO FORM AND LEGALITY

27   
28 Malak Heiny, City Attorney

# COUNCIL DIGEST SHEET

Enclosed with this introduction form is a tab sheet and related material from the vendor(s) who submitted bid(s). Purchasing Department is providing this information to Council as an overview of this award.

## RFPs & BIDS

Bid/RFP #	
Awarded To	
Amount	N/A
Conflict of interest on file?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Number of Registrants	N/A
Number of Bidders	
Required Attachments	

## EXTENSIONS

Date Last Bid Out	
# Extensions Granted To Date	None

## SPECIAL PROCUREMENT

Contract #/ID (State, Federal, Piggyback-- Authority)	
Sole Source/Compatibility Justification	

## BID CRITERIA *(Take Buy Indiana requirements into consideration.)*

Most Responsible, Responsive Lowest	<input type="checkbox"/> Yes <input type="checkbox"/> No <i>If no, explain below</i>
If not lowest, explain	N/A

# COUNCIL DIGEST SHEET

**COST COMPARISON**

<i>Increase/decrease amount from prior years For annual purchase (if available).</i>	Cost was \$164,736 in 2024 and did not change in 2025.
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**DESCRIPTION OF PROJECT / NEED**

<i>Identify need for project &amp; describe project; attach supporting documents as necessary.</i>	311 operations support and maintenance.

**REQUEST FOR PRIOR APPROVAL**

<i>Provide justification if prior approval is being requested.</i>	N/A

**FUNDING SOURCE**

<i>Account Information.</i>	Fund Dept Org Object = 00022603-5369

Fort Wayne City Council  
c/o City Clerk' Office  
Fort Wayne, IN 46802

Subject: 311 Operations Software

Members of City Council:

This ordinance is to authorize the maintenance cost of 311 support and maintenance services. The cost of this service to the City is \$164,736.

The City has used Nebulogic for 311 operations since 2016. The software integrates the 311 call center with city departments, like the Utility maintenance departments, Street Department, Street Lighting, Right of Wayne and Utility Developmental Services.

This integration notifies departments of work to be completed, and the departmental software notifies the 311 system when the work is completed.

Our decision to pay maintenance rests on four factors:

- Do we have a continuing internal commitment to use this software?
- Is the software vendor continuing to modify the product to meet current needs, laws, and regulations?
- Is the vendor useful in solving problems with the software?
- If the software fails, what's the worst-case scenario?

If the software failed, we would rely on manual procedures to notify departments of the requests for support that come in annually from residents. I recommend continued funding of Nebulogic maintenance.

If you have any questions, please contact me.

James Haley  
CIO  
City of Fort Wayne  
260-427-1461

**BILL NO. S-24-11-42**

**REPORT OF COMMITTEE ON FINANCE**

**December 10, 2024**

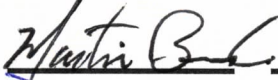
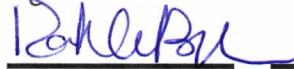


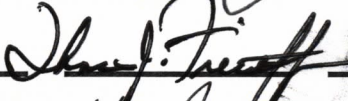

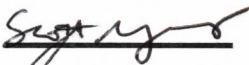

***Marty Bender Chair***

***Rohli Booker Co-Chair***

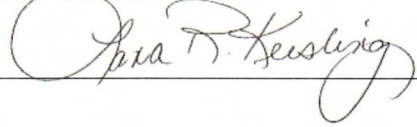
***All Council Members***

An Ordinance approving the purchase of 311 support and maintenance services for the City of Fort Wayne for a total cost not to exceed of \$164,736.00 from and through Nebulogic Technologies by the City of Fort Wayne, Indiana

**COMMITTEE ON FINANCE HAVE HAD SAID Ordinance under consideration and beg leave to report back to the Common Council that said Ordinance**

<u>COUNCIL MEMBER</u>	<u>DO PASS</u>	<u>DO NOT PASS</u>	<u>ABSTAIN</u>
<u>BENDER</u>			
<u>BOOKER</u>			
<u>CHAMBERS</u>			
<u>ENSLEY</u>			
<u>FREISTROFFER</u>			
<u>HARTMAN</u>			
<u>JEHL</u>			
<u>MYERS</u>			
<u>PADDOCK</u>			

**LANA R. KEESLING  
CITY CLERK**



Public Hearing Date: N/A


Read the first time in full and on motion by Councilperson Bender.

Read the second time by title and referred to the Finance Committee.

Read the third time in full and on motion by Councilperson Bender, placed on passage by the following vote:

<u>TOTAL VOTES</u>	<u>AYES</u>	<u>NAYS</u>	<u>ABSTAINED</u>	<u>ABSENT</u>
BENDER	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
BOOKER	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CHAMBERS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ENSLEY	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
FREISTROFFER	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HARTMAN	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
JEHL	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
MYERS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PADDOCK	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>


DATED: December 10, 2024

  
 \_\_\_\_\_  
 LANA R. KEESLING, CITY CLERK

Passed and adopted by the Common Council of the City of Fort Wayne, Indiana, as

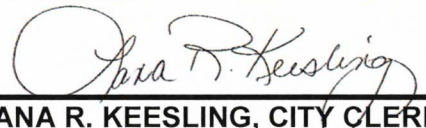
Special Ordinance No. S-24-11-42 on the 10th day of December, 2024

ATTEST:

  
 \_\_\_\_\_  
 LANA R. KEESLING  
 CITY CLERK

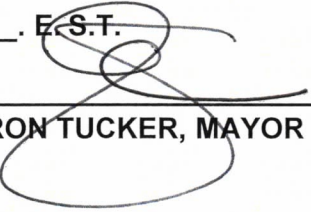
  
 \_\_\_\_\_  
 PRESIDING OFFICER

Presented by me to the Mayor of the City of Fort Wayne, Indiana, on the 11th of December 2024, at the hour of 11:10 o'clock A.M. E.S.T.

  
 \_\_\_\_\_  
 LANA R. KEESLING, CITY CLERK

Approved and signed by me this 12<sup>th</sup> day of December 2024, at the hour of 8:56 o'clock A.M. E.S.T.

RECEIVED  
 DEC 12 2024  
 LANA R. KEESLING  
 CITY CLERK

  
 \_\_\_\_\_  
 SHARON TUCKER, MAYOR